

Compliance Plan - Acacia Cove Retirement Village DUML 2024

All load recorded in database		
Non-compliance	Description	
Audit Ref: 2.5 With: Clauses 11(2A) of Schedule 15.3 From: 01-Nov-22 To: 29-Apr-24	Three additional items of load found in the field. Potential impact: Low Actual impact: Low Audit history: None Controls: Moderate Breach risk rating: 2	
Audit risk rating	Rationale for audit risk rating	
Low	Controls are rated as moderate, as they are sufficient to mitigate the risk most of the time but there is room for improvement. The impact on settlement and participants is minor; therefore, the audit risk rating is low.	
Actions taken to resolve the issue		Completion date
We have contacted the Maintenance Person at Acacia Cove and have updated the database so that it accurately includes the 3 items of load found in the field during the audit. The Database is now up to date and accurate.		Completed May 2024
Preventative actions taken to ensure no further issues will occur		Completion date
We will continue to work with Acacia Cove to ensure that the database is updated as soon as there are changes in the field.		Ongoing
Remedial action status		
Cleared		